

## CHAPTER 7

## CHAPTER 7

COMMUNICATIONSA. GENERAL

This chapter is designed for MTF communications officers and base communications officers who are responsible for ensuring that communications media for DEERS are adequate and responsive to local conditions.

1. Communications Objectives

a. To create a communications environment with minimal impact on MTF and DTF daily activities.

b. To have a positive eligibility inquiry communications process that does not consume more than **60 seconds** of the checking person's time.

c. To have operational data circuits that provide service with 5 to 10 seconds average response time for on-line inquiries.

d. To provide a data communications environment that provides several cost-effective alternatives to the users.

e. To have a "system not available" rate of 5 percent or less.

2. Definitions

a. Voice communications - WATS or dial-up standard service to a location with a terminal where the inquiry is performed and the results passed back.

b. Data communications - CRT terminal or other electronic device linked to eligibility center computer by leased line or dial-up modem.

B. COMMUNICATIONS ENVIRONMENT1. Overview

a. The Phase I communications network installed in the Tidewater region contained both data and voice communications devices. Based on this experience, a **network** of on-line and **dial-up service** is being installed in conjunction with the DEERS phased schedule. A study of each MTF and DTF is made to determine the need for CRT or telephone support. The criteria for the determination are overall patient workload and number of medical transactions at the facility. The data communications equipment selected for phase I was made by Hewlett-Packard and gave Phase I the following advantages:

(1) It facilitated the use of a government-owned Hewlett-Packard 3000 minicomputer to support Phase I activities.

(2) It provided Phase I development with "off the shelf" software for communications, terminal screen handling, and data base management.

b. Hardware for subsequent phases was selected pursuant to a Delegation of Procurement Authority received from the General Services Administration. Dedicated circuits are obtained through the DCA. Telephone circuitry for connection to the WATS lines is procured locally.

## 2. Terminal Network

a." The terminal network has two primary functions: field inquiry and Eligibility Center inquiry.

b. The field sites use **Racal-Milgo** 4276 and ITT Courier synchronous terminals. These are configured as **multipoint** terminals on synchronous **multidrop** leased lines.

## 3. Eligibility Center

The Eligibility Centers have phones that are connected to the **INWATS** lines. Each operator has an individual CRT to answer all inquiries received.

## 4. Results of Initial Experience

The following results of experience to date have been incorporated into network planning:

a. System response time has averaged within the desired range of 5 to 10 seconds with peak volume response times of 15 seconds or less.

b. System downtime has been between 3 to 4 percent of scheduled hours.

c. The average time for the actual eligibility inquiry is 30 seconds by telephone inquiry and 10 seconds by direct terminal inquiry.

d. Acoustic coupler connections have had problems due to the quality of voice lines.

e. The Uniformed Services have made more efficient use of terminals in the field than expected by using the local facilities equipped with terminals as local eligibility centers. This development should permit a reduction in the number of WATS lines required.

f. The installation of the **communications** environment revealed a variety of problems at the facilities that were connected with the Eligibility Center, such as the saturation of existing communications equipment and the requirements of local building codes.

## 5. Planning Factors

Based upon the initial phase's experience, certain planning factors required emphasis during subsequent implementations and operations. Long lead times for communications and equipment Installation coupled with the broad range

of alternatives available to individual commands dictate up to 1 year of advance preparation. This includes coordinating **with** the command staff on the installation and maintenance of the communications system. Although 6 months is the usual advance preparation time, in those cases requiring more time, the Department of Defense and its agent shall establish liaison at earlier times. The following factors affect the range of alternatives and possible leadtimes:

a. Facility workload

- (1) Mix of types of patients.
- (2) Mix of appointments, referrals, and emergencies.
- (3) Peak loading.
- (4) Hours of operation.

b. DoD and Uniformed Service policies

- (1) Personnel provided for support.
- (2) Number of checks demanded.
- (3) Procedures to be followed if No Hit.
- (4) System utilization statistics.
- (5) Reports required.

c. Physical configuration of facilities

- (1) Number of buildings.
- (2) Availability to staff.
- (3) Common spaces.
- (4) Isolated spaces.

d. ADP considerations

- (1) Software controlling system use.
- (2) Types of terminals supported.
- (3) Types of data protocols supported.
- (4) Amount of useful data provided per screen or access.'
- (5) Support the system provides for follow-up procedures.
- (6) Availability of maintenance.

C. RESPONSIBILITIES, FUNDING, AND COMMAND GUIDELINES

1. Responsibilities

The DEERS Program Office coordinates DEERS requirements with offices such as the Office of the **Deputy** Under Secretary of Defense (Communications, **Command**, Control, and Intelligence (**ODUSD(C<sup>3</sup>I)**)) and with Defense Agencies such as the DCA .

2. Funding

a. The Department of Defense shall order, accept, and pay all costs for long lines and central communications services. The Department shall pay directly or reimburse the Uniformed Services for the mutually agreed to local (on

base) communications services. The Uniformed Services have agreed to a procedure that provides for the DEERS contractor to order and make payment for local communications services. All communications orders are coordinated with local ADP command-level personnel for execution. If required, Uniformed Service elements shall identify funds and accounts to be used for charging DEERS implementation costs. As necessary, the DEERS Program Office shall establish a mechanism for reimbursement by the Department of Defense of the Services' operation and maintenance costs for DEERS implementation. (The Department of Defense shall fund a specified **level** of support through FY 1987. Uniformed Service resources are required only if local requirements exceed capabilities offered by the Department of Defense.)

b. All long-line and central costs **shall** be ordered, accepted, and paid by the Department of Defense or its agent. Local requirements also shall be satisfied through the mechanisms used to acquire long **lines** and central facilities, with the option that the Uniformed Service may present a schedule of costs and be reimbursed at the Service level, by means of a Military Interdepartmental Purchase Request.

### 3. Command Guidance

The Uniformed Service project officers, through the chain of command, shall advise base-level commands of **DEERS'** need for conditioned lines to handle data requirements and **shall** advise local commands of the necessity to identify a local DEERS project officer for both communications and implementation, to serve as points of contact at local levels. Uniformed Service supply procedures shall be followed to ensure accountability for government-furnished equipment (such as CRTs) installed on Uniformed Service installations.

## D. BASE IMPLEMENTATION PLAN

### 1. Overview

a. Specific procedures for obtaining communications services may vary among Uniformed Services and, quite possibly, among facilities within each Service. At this time, general procedures involve the DEERS Program Office or its agent contacting a facility **level** representative of the Uniformed Service communications organization or the base communications officer. (Refer to subsection D.3. on page 7-6 for detailed procedures.) Information is required concerning the type of communications line or lines needed, the type of communications equipment to be installed, the base sites where the line will terminate, and the equipment to be installed. This information is collected during a scheduled visit to the site **by the DEERS Program** Office or its agent using the DEERS Site Survey form (Figure 7-1). If **base** communications resources cannot support the communications requirements, it will be necessary to contact commercial vendors or other suppliers to provide the necessary equipment and installation support.

b. Communications service inside the MTF or DTF may not always be handled by the base communications officer. In such cases, it will be necessary

to meet with the **MTF's** or **DTF's** communications officer to arrange for service and installation of lines and equipment within the facility.

c. It is important to allow enough **leadtime** to meet scheduled deadlines for obtaining service. These milestones have been incorporated into the implementation schedule. On-base communications may be provided by contract or by in-house military facilities. If the local communications services are provided by a commercial vendor, it will be necessary to contact the business office of the appropriate communications vendor concerning new service. Generally, the vendor will have previous experience dealing with the military installation and will have contacts in the base communications organization with which he will deal. If the vendor had not previously dealt with the base communications organization, it will be necessary to establish a working relationship between the two organizations.

d. If military facilities will provide the support, the base communications officer will be furnished the (agreed to) specifications.

## 2. Implementation Schedule

The overall **DEERS** implementation plan is the basis for the communications plan. The following tasks are based on the assumption that Individuals are aware of the **DEERS** project's scope and responsibilities. These tasks shall be accomplished in the following order:

a. The MTFs and **DTFs** within a specific implementation phase must be identified. The workload reports provided by each Uniformed Service are the basis for this identification. A questionnaire (Figure 7-2) may be used to supplement these reports.

b. The Uniformed Service **shall** be tasked to provide the **DEERS** project with the communications point of contact (**POC**) at each base and facility. (Uniformed Service-level communication POCs are identified.)

c. The analysis of the reported workload shall begin by the communications planning group at the East Coast Eligibility Center.

d. Telephone verifications of unclear results from the survey may be requested or performed by the communications planning group through the Uniformed Service project officers.

e. Preliminary communication requirements at MTFs and DTFs should be presented to the **DEERS** service project officer by the DEERS Program Office. This document should identify the approximate needs of each facility, the projected equipment necessary to meet those needs, and the projected level of Uniformed Service support needed to implement the network.

f. Site visits are made to all facilities to establish final requirements and the DEERS Site Survey (Figure 7-1) is completed.

g. Analysis of site survey results begins.

h. Hospital and base communications recommendations are issued to the DEERS Uniformed Service project officers. The project officers and Uniformed

Service communications commands **shall** determine the most feasible options with local communications MTF/DTF, **OASD(HA)**, and contractor coordination. **At** this time, the DEERS Program Office may prepare a telecommunications service request for DCA or other appropriate sources of **supply** to meet any anticipated local need. Appropriate data and funding citations shall **be** provided for this task.

i. Estimates of cost shall be provided to the DEERS Program Office. Site ordering information ( such as building number and location) also must be provided at this time to the contractor.

j. A copy of these requirements , marked unofficial and draft, shall be sent to the local POCS and Uniformed Service communications commands.

k. Uniformed Service telecommunication requests or other orders shall be submitted to the DEERS Program Office for approval of anticipated expenditures. The order then shall be placed through the appropriate command or vendor organizations.

l. Status reports by the DEERS Program Office to the Uniformed Service project officer (**ATTN: COMM**) indicate projected availability of facilities.

m. Install all equipment (communications suppliers and DEERS Program Office) . Equipment comes under local supply procedures for property accountability.

n. Test all equipment (base participation) .

o. Live operation.

p. Provide status and acceptance report to DEERS Program Office **by** means of chain of command.

### 3. Procedure for Obtaining Dedicated Data Circuit Service: DCA Procedures

As a major operating component of the National Communications System (**NCS**) , the Defense Communications System (**DCS**) serves the needs of the Department of Defense and certain civilian agencies as set forth in the approved NCS Long-Range Plan and in other agreements pertaining to specific DoD commitments to **non-DoD** agencies. The **OASD(HA)** has the authority to place orders for the DEERS Program with the DCA. The contractor, acting **as** the agent of the DEERS Program Office, shall

a. Determine facility or communications requirements based on workload statistics provided by the Uniformed Services.

b. Conduct a site survey of each facility prior to DEERS implementation.

c\* Complete telecommunication service requests (**TSRs**) based on results of site surveys and workload statistics. These TSRS shall include base requirements as identified and agreed to by the DEERS Program Office and Uniformed Service (command) offices.

#### 4. DCA Organization

a. The allocation and engineering of DCS circuits are accomplished by the DCA organizations named in the following listing, which also shows the DCS geographical areas for which each organization is responsible:

<u>ORGANIZATION</u>	<u>RESPONSIBLE FOR</u>
Headquarters, DCA Washington, D.C.	Special user circuit requirements
DCAOC, A&E Division Scott Air Force Base, Illinois	DCS areas 1, 2, 9, and inter- DCA area requirements

b. The Defense Commercial Communications Office (DECCO), a DCA field activity at Scott Air Force Base, Illinois, performs a centralized procurement function to meet the telecommunications requirements of the Department of Defense and other government agencies authorized by specific DoD agreement to procure service through the DoD centralized leasing agency.

#### 5. Telecommunications Certification Office (TCO)

A TCO is the activity designated by a federal department or agency to certify to the DCA (as an operating agency of the NCS) that a specified telecommunications service or facility is a bona fide requirement of the department or agency and that it is prepared to pay mutually acceptable costs involved in its fulfillment. The DEERS Program Office has been designated a certified TCO.

#### 6. Telecommunications Service Requests (TSRs)

TSRS with a service date more than 270 days from the submission date will not be accepted by the DCA action agency, unless the requirement is justified as an exception to normal processing procedures. One such justification, for example, could concern a requirement to place an order with a commercial company more than 270 days in advance of the required service date to provide leadtime for special construction of communications facilities or assembly of equipment. Another justification could concern TSRS in support of contingency operations. Aside from such special cases, requirements submitted to the DCA action agency in accordance with the circular shall be for service within the 270-day limit. The TCOS will provide as much leadtime as possible within this time period to meet their needs. When more than one source of supply exists and when not otherwise restricted by law, regulation, and the nature of the requirement, the DECCO contracting officer shall employ competitive procedures to procure leased services.

#### 7. Installation

A team of technicians from the contractor's office or the vendor shall be responsible for installation of all associated equipment at each user facility from the line termination to the terminal. The vendor shall install modem, telephone, and multiplexer where used.



8. Acceptance of Lines

Acceptance **of** the necessary lines, equipment, and other special facilities shall be accomplished by the contractor with information passed to the user.

9. Operational Use and Testing

**All** necessary operational instructions and education shall be provided to the user at the time of installation and acceptance. Necessary standard operating procedures shall be provided by the contractor.

10. Maintenance

Procedures for requesting repairs and reporting results of operational tests shall be delivered to the user during installation and acceptance. Maintenance accomplished on a scheduled and emergency basis shall **be** provided by a local vendor to be identified.

11. Payment

Each month, **DECCO** shall provide the DEERS Program Office with an invoice listing of all costs for that period. The DEERS Program Office, through the **OASD(HA)**, shall validate and forward invoices for payment.

DEERS  
SITE SURVEY

Date \_\_\_\_\_ Interviewer \_\_\_\_\_

In what department will the device **be** located? \_\_\_\_\_

What is the room number where the device will **be** located? \_\_\_\_\_

Who is (are) the contact(s) at this location and their phone number?

\_\_\_\_\_

Where will the device be installed? \_\_\_\_\_  
(Use supplemental diagram sheet)

Will this location need a CRT or a phone? \_\_\_\_\_

The modem and channel interface

(1) two (2) electrical outlets \_\_\_\_\_

(2) a secure location away from **office traffice** \_\_\_\_\_

(3) distance of fifty (50) feet or less from CRT? \_\_\_\_\_

(4) two (2) cable pairs \_\_\_\_\_

The terminal

(1) one (1) electrical outlet \_\_\_\_\_

(2) a location on a counter or table near customer that will support a  
CRT measuring 26 inches deep by 14 inches high by 18 inches wide

Will physical change be needed at this location to accommodate a CRT or phone?

If **"yes"**, explain \_\_\_\_\_

Who owns and maintains the communication lines at this military installation?

Base Communications:

Officer \_\_\_\_\_

Phone \_\_\_\_\_

Address \_\_\_\_\_

MTF Communications:

Officer \_\_\_\_\_

Phone \_\_\_\_\_

Address \_\_\_\_\_

FIGURE 7-1

C10

INSTALLATION INFORMATION SHEET

Military Installation	
Branch of Uniformed Service	
Address	
ZIP Code	
Medical Treatment Facility	
Installation Command Officer	
Telephone--commercial/AUTOVON	
MTF Command Officer	
MTF Executive Officer	
MTF Pharmacy Officer	
MTF Communications Officer	
Dental Officer	
Personnel Officer	
Public Affairs Officer	
MTF Contact Person	

Other Key Personnel:

Name:	Rank:	Title:	Telephone: commercial/autovon

Type of Medical Treatment Facility

-clinic	hours
-hospital	hours
-dental	hours
Active Duty population	
Active Duty Dependent population	

FIGURE 7-1 (Continued)

CU

DEERS  
COMMUNICATIONS QUESTIONNAIRE

1. Military Installation

- a. Name \_\_\_\_\_
- b. Location \_\_\_\_\_

2. List medical, dental, or other facilities at this installation at which military identification cards must be shown prior to receiving medical treatment (use additional sheet if necessary) .

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_
- g.** \_\_\_\_\_
- h. \_\_\_\_\_

3. Please forward the latest available morbidity/workload data for each of the above facilities with the complete questionnaire. The following categories of information/workload data are required for each facility:

- a. Name of facility
- b. Type of facility (hospital, medical clinic, dental clinic)
- c. Number of admissions (if hospital)
- d. Number of outpatients (if hospital or medical clinic)
- e. Number of patients (if dental clinic)
- f. Number **of** prescriptions (if hospital or clinic has pharmacy)

FIGURE 7-2



5. When completed, return this questionnaire to the following:

6. For your information

- (1) Name/Rank

- (2) Duty Phone \_\_\_\_\_

- (3) AUTOVON \_\_\_\_\_

- (4) Duty Address \_\_\_\_\_

ZIP Code \_\_\_\_\_

- (1) Name/Rank \_\_\_\_\_

- (2) Duty Phone \_\_\_\_\_

- (3) AUTOVON \_\_\_\_\_

- FIGURE 7-2 (Continued)